

Fast Facts

From Dr. Katz



DHS Mission Statement: "To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners."

August 21, 2012

Director's Perspective



Who knew there was a great bike path through East L.A. on First Street? I used to drive to my walk-in clinic at Roybal Comprehensive Health Center because it seemed too far to ride. But biking allows for a much more direct route and I discovered some great finds: a green-painted bicycle lane, an historic cemetery, the Ben Franklin Library, and a park with exercise equipment (I was tempted to stop, but I kept going). Now that I know what an easy and pleasant ride it is, I will be bicycling there on a regular basis.

Unless I take a day off, I won't be bicycling to Long Beach Comprehensive Health Center. Nonetheless, I had a great visit there with Assemblywoman Bonnie Lowenthal recently. Clinic Administrator Donna Nagaoka, Medical Director Jeffrey Barbosa, Nursing Director Michelle Kim, Assistant Medical Director Tyler Seto, and Assistant Administrator Thuy Banh gave us a wonderful tour and we got to see the medical homes in action. Assemblywoman Lowenthal was very impressed by the pride shown by staff.

I can't believe that summer is almost over. My kids had a great time in their respective camps. Roxie told a friend that she went to Staff camp. When I tried to correct her and explain that she went to Sierra Adventure camp, she said, "No, all of the counselors had shirts that said Staff." You can't argue with that kind of logic. I hope you are staying cool through these warm days of summer.

Harbor-UCLA Seeks Home Builders

Contributed by Michael Wilson

Harbor-UCLA Medical Center may be the first hospital in the nation to have a post-graduate fellowship program in Patient Centered Medical Homes. The two-year fellowship is open to residents in family medicine, internal medicine, and pediatrics.

"Architects are important, but we want to teach fellows to be builders of new care models," said Dr. Susan Snyder, vice chair of Harbor-UCLA's Department of Family Medicine and director of the new Transforming Primary Care fellowship program. The program offers new specialization within the hospital's established Faculty Development fellowship that has graduated more than 60 physicians since 1997. The fellowship is funded by a \$1 million Title VII HRSA grant over five years that will enable training for up to six full-time and part-time fellows per year and support transformation of the Harbor-UCLA Family Health Center into a team-based, patient-centered medical home. Although physician training trends in recent decades have moved away from family medicine, Snyder expects the Harbor program will attract physicians that want to lead transformations of health systems. "Medicine requires experts in many areas. Our emphasis is to train change agents to go into a system that is set up one way and move it to a different model." Part-time participation is available to fellows, chief residents, and junior faculty who hold positions in L.A. area teaching programs.



Dr. Gwendolyn R. Snyder, fellow, Dr. Susan Snyder, fellowship director, Dr. Jesus Gutierrez, associate fellowship director and Dr. Jack Tsai, fellow.

Rancho's Katy Sullivan Sprints for Gold

Contributed by Michael Wilson

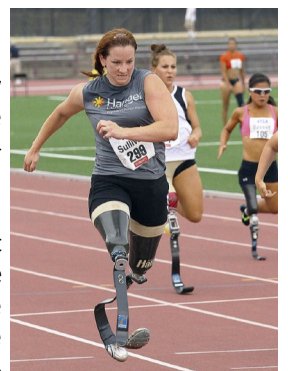
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Kate Middleton may have Londoner's hearts, but Rancho graduate patient Katy Sullivan will earn their admiration when she represents the United States in the Paralympic track and field Games in London -- a huge accomplishment for a woman who didn't start running until age 25.

Katy Sullivan's hopes for competition were nearly dashed last month after a rough start in a qualifying 100-meter race held in Indianapolis. After a stumble out of the blocks, Sullivan shifted into 5th gear and fired past her competitors. She says the exhilaration of streaming past the finish line was nothing compared to the announcement from the U.S. Olympic Committee hours later that she made the U.S. team. Katy, 32, races in the above the knee amputee category. All her competitors have only one leg amputated, but Katy is considered a bilateral above the knee amputee because she was born with legs that end far above the knee. The disadvantage doesn't blur her determination. "To me, Katy is the embodiment of the human spirit," said her husband Jay Cramer, who is also a Rancho patient. "I get to see it all, the highs and the lows, accomplishing the impossible."

Seven years ago Katy received some help from Hanger Prosthetics and Rancho therapist Julie Kasayama after she started running to get some exercise. Today, that workout has turned into a grueling training routine that takes her to the track by 4 A.M. Next month, Katy will have 80,000 eyes watching her in London's Olympic stadium and the hopes and wishes of all those she's touched to help propel her past the finish line.



2012 London Olympics– Go Team Jet!

Contributed by Jody Nakasuji



Known as the second-fastest female sprinter in history, Carmelita Jeter competed in her first Olympic games this year in London. Carmelita won the silver medal in the women's 100 meters, finishing in 10.78 seconds. She also won a bronze medal in the 200 meters finishing in 22.14

seconds, just slightly behind Allison Felix and Shelly-Anne Fraser-Pryce. Breaking a 27 year old record, Carmelita and her teammates brought home a gold medal for the U.S. by winning the women's 400-meter relay with a the new world record time of 40.82 seconds. A Los Angeles native, Carmelita's high school basketball coach encouraged her to try out for track. With an 11.7 second run, she proved to be a natural. In 2004, Carmelita became the first-ever U.S. Olympic Team qualifier from California State University Dominguez Hills, where she obtained her degree in physical education. Carmelita established herself as a sprinter in 2007 when she won a silver medal in the 60 meters at the USA Indoor Track and Field Championships. At the 2007 World Athletic Final, she won a bronze medal and took the 100 meters gold. In 2011, at the IAAF World Championships, Carmelita won the 100 meters, took silver in the 200 meters, and gold in the 400-meter relay. To top the year off, she received the prestigious Jesse Owens Award that recognized her as the best American female track and field athlete of 2011. Gloria Jeter, who works in Harbor-UCLA's Expenditure Management Department, is the proud mom of this exceptionally talented American sprinter. The Jeter family was in London to cheer her on. Harbor-UCLA, along with the entire DHS organization, would like to congratulate Carmelita on her tremendous accomplishments.

Reflections on Collaboration

Contributed by Kevin Lynch



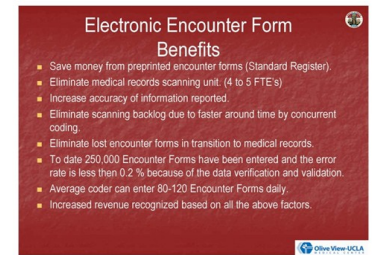
As I look back over the last 24 months, I find it hard to believe time as flown by so fast. I made a career and life change by moving my family from Miami Beach to Southern California to join DHS as Chief Information Officer. I left another large, public safety net health system to bring up an enterprise electronic health record (EHR) system here. Although the pace has not moved as fast as I expected, we have made significant progress. Notable milestones have included the development of a Steering Committee to define our enterprise approach, a Core Working Group to identify challenges, and a Core Negotiating Team that managed the RFP process to find a vendor that will bring us to an exciting new phase of clinical operations. The biggest highlight was seeing over 250 DHS employees show up to score over 26 different evaluation panels and vendor demonstrations. I have also been impressed by the level of ownership shown by clinical staff. The commitment to this project from staff across DHS has been truly inspiring. We can all be proud of our efforts to date. We are in an excellent position to better serve our patients and improve efficiency and patient care. With the continued support of our leaders, the success of implementation next year is assured. On a personal note, although I miss the warm weather and water of the East coast, I could not be happier about my choice to move to Southern California and be part of the DHS team. I love L.A.!

Olive View Seeks Encounters of a New Kind

Contributed by Carla Nino

Olive View-UCLA's Information Systems and HIMS Departments have jointly developed an electronic encounter form that has streamlined and improved hospital efficiency. An analysis of the previous encounter flow showed significant problems, including a template that was difficult to modify and entailed the purchase of pre-printed forms. Making form modifications required pre-approvals and the manual process required multiple printer trays in limited clinic space. A tremendous amount of time was needed for the batches to be scanned. Data verification was tediously time consuming and additional staff were required to verify and maintain the previous system.

The new, automated electronic encounter form has a web enabled interface for the coders to use. The application retrieves patient demographics and visit information from the hospital information system that is uploaded daily. Money is saved by eliminating the pre-printed encounter form and off-site storage costs as well as the need for expensive equipment and maintenance contracts. More importantly, with the efficiency of an electronic system, 4 to 5 full-time employees (FTEs) were eliminated in the Medical Records scanning unit. With enhanced accuracy of information, revenue generation has also increased. Scanning backlogs were eliminated due to faster turn-around time by concurrent coding, and lost encounter forms have become a thing of the past. There is an improved billing cycle, immediate response to annual audit reporting, and department-wide CDM compliance. To date 250,000 electronic encounter forms have been entered, and because of data verification and validation, the error rate is less than 0.2%. The average coder can enter 80-120 encounter forms daily.



Pharmacy Director Dr. Amy Gutierrez Honored

Contributed by Lisa Finkelstein

Recognizing Dr. Amy Gutierrez on her appointment to the California State Board of Pharmacy by Governor Jerry Brown, the Los Angeles County Board of Supervisors honored her on Tuesday August 14th at the Board meeting. County Supervisor Don Knabe presented Dr. Gutierrez with a scroll as she was flanked by family and colleagues. "I am looking forward to all of the changes we hopefully will make to try to improve medication safety across the state," said Dr. Gutierrez. The Pharmacy Board oversees all areas of the practice of pharmacy. Building on her long-standing leadership roles, Dr. Gutierrez will play a pivotal part in determining pharmacy policies. This appointment acknowledges Dr. Gutierrez's commitment to the underserved residents of Los Angeles County and DHS is proud of her well-deserved appointment.



DHS Pharmacy Affairs Director Amy Gutierrez commended for her appointment to California State Pharmacy Board. Pictured with Supervisor Don Knabe and DHS Chief Medical Officer Hal Yee, MD.